

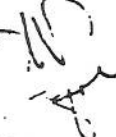


COUNTY OF LOS ANGELES
CHIEF INFORMATION OFFICE
500 WEST TEMPLE STREET
726 HALL OF ADMINISTRATION
LOS ANGELES, CALIFORNIA 90012

JON W. FULLINWIDER
CHIEF INFORMATION OFFICER

TELEPHONE: (213) 974-1115
FACSIMILE: (213) 620-1381

April 14, 1998

To: All Department Heads 
From: Jon W. Fullinwider
Chief Information Officer
Subject: **DIRECTION FOR DEPARTMENTS ESTABLISHING AN E-MAIL BOX AND
CONSTITUENT ASSISTANCE FORM ON DEPARTMENT WEBSITE**

In a Board meeting on March 10, 1998, Supervisor Yaroslavsky presented the following motion, which was unanimously approved:

"Instruct the Chief Information Officer and the Director of Internal Services to include on all County department web pages an "e-mail constituent assistance form" and "suggestion box" feature that will enable everyone accessing a page to respond interactively; also instruct the Chief Information Officer and the Director of Internal Services to work with departments to develop a protocol and tracking system to monitor and respond in timely fashion to such e-mail correspondence; and instruct the Chief Administrative Officer to coordinate and oversee the development of this program and report back to the Board within 30 days with a plan and schedule for implementation, with a goal of completing the project within 60 days."

Consistent with the Board's instruction, each department head should establish the required e-mail box and response form on their departmental website and develop departmental policies and procedures appropriate to the individual department for tracking, monitoring and responding in a timely manner to constituent correspondence. Pending development of actual experience with the volume of e-mail correspondence a department may receive, the practice in the Internet community of acknowledging receipt of e-mail correspondence within one business day appears to be an appropriate guide for timely acknowledgement.

All Department Heads
April 14, 1998
Page 2

The attachments provide information about establishing the required e-mail box and response form, as well as forms to expedite the process for departments that receive Internet services from ISD. Departments utilizing services from a private Internet service provider shall work directly with their provider to accomplish this requirement. Also included is a form (**Attachment E**) for departments to return to the CIO by **May 8, 1998** to certify that the interactive e-mail requirements have been implemented, as directed by the Board.

If you have any questions, please contact me or Tracy Lewis at 213-974-4285.

JWF:TL:lj

emailform.doc